

## 1. Cancellation of purchases

You can cancel the purchase process as long as it has not been processed in its entirety and has not left our warehouse by contacting us through email:

In case the order has been sent before your mail, it will be considered as a return.

All shipments must be sent by any transport agency or agreed mail between the parties, otherwise they will be returned except those arising from manufacturing problems.

## 2. Return of unwanted product

If once you have received your order, you have changed your mind, it was not what you expected or what you needed and want to return it, you have up to 14 working days to do so (unless specific indications of the product, it has a previous expiration date).

You will be able to make a total or partial refund of your order, following the next procedure:

You send us the product or products you do not want to this address:  
Buckholt Drive, Warndon Ind Est, Worcester WR4 9ND.

If the products have been damaged in transit or used prior to sending them back to us.

In this case, you will be discounted of the final amount of the returned item or if found misleading us to acquire a refund if found false claims then no refund shall be issued.

In the case that the value of the product to be returned is less than this amount, we would contact you and would look for the best solution for you.

In all cases, send an email to: [jakoopltd@gmail.com](mailto:jakoopltd@gmail.com) indicating the type of return you opt for. It is important not to forget to indicate the order number and, in

the case of partial return of the order, exactly the one or the products that you send

or that you want us to pick up. If we do not contact you in less than 24 hours, please forward an email to us as above.

We will proceed to return the cost of the product or returned products (using the

same method of payment you used when you made your order) once we have

found that they are in perfect condition to be re-sold.

It is imperative that the product you are returning is in its original condition and packaging. It should not be worn or damaged therefore please, even if it is a partial refund:

Keep the labels, documentation and other accessories you have received included in the box that was delivered to you by the transport company.

3. Product return by warranty as all Jakoom products are guaranteed for 1 year.

Within the first 14 working days after receipt of the order, if any of the products received in your order has arrived defective, we will take care of the collection and shipment of the new product without added charges. If you do not wish the product to be restored, in this case we will proceed to the immediate reimbursement through the same payment method you used at the time of purchase.

Send an e-mail to: [jakoomltd@gmail.com](mailto:jakoomltd@gmail.com) indicating the order number and a brief

description of the defect (if it is possible, a photography will facilitate all the management).

If we do not contact you in less than 24 hours, please forward the an mail. After 14 business days after receipt of the order, you can proceed in the same way:

sending an email to: [jakoomltd@gmail.com](mailto:jakoomltd@gmail.com) In this case, Jakoom will not restore

the product until they have verified its condition and the conditions of guarantee. You can also choose to repair it.

4. Product return by shipping mistake:

If you receive a product that does not match your order: Excuse us! In this case we will take care of the collection and shipment of the new product without extra charges for you.

Send an email to: [jakoomltd@gmail.com](mailto:jakoomltd@gmail.com) indicating the order number, the product or products you have received by mistake and the product or products you should have received.

Again: If we do not attend your mail in 24 hours maximum, forward an email.

It is imperative that the product you are returning is in its original condition and

packaging. It should not be worn or damaged. Please, even if it is a partial refund:

Keep the labels, documentation and other accessories you have received included in

the box that was delivered to you by the transport company.

5. How to prepare any return:

Especially for returns within the first 14 working days: Take the original box that was

delivered to you by the transport company. It incorporates in the bottom of the same

the receipt of purchase. You can indicate in that receipt the product/s that you return.

On the receipt enter the product or products you wish to return. Close the box.

6. How will I know that the return process is complete:

From Jakoom, we will keep you informed by email at every step of the return process.

We will end the process when we receive your conformity (receipt of the correct

product and/or refund of the amount to be reimbursed.